



HOLISTIC WEALTH + HEALTH

WHY HR NEEDS TO KNOW HOW EMPLOYEES FEEL ABOUT MONEY ...AND HOW IT IMPACTS THEIR WORK

While the economy has been on the mend for some time, the financial outlook for some Americans is not as sunny. In fact, data shows that the majority of Americans are worrying about their finances, and the number-one concern is the ability to pay their bills. They don't feel like they have the capacity to weather a financial emergency, and they often use credit cards to bridge the gap from paycheck to paycheck. And, they are using that paycheck to fund everything from everyday expenses to saving for retirement or rainy-day medical costs. Employees feel stretched. When we need employees to be engaged and effective, how can HR address these challenges?

FROM WEALTH AND HEALTH... TO WORK

We know stress impacts the individual, but it seems that now, employees' financial concerns are also having an increasing impact on the workplace. More than ever, people are bringing their money worries to the job, and spending time and resources that could be devoted to work to thinking about or taking steps to address their financial situation.

According to PwC's most recent annual [Employee Financial Wellness Survey](#), more than half the individuals surveyed said they were stressed about their finances, with a staggering 77 percent reporting that their financial stress had increased over the last year. And, 46 percent indicated they spent over 3 hours a week at work dealing with their personal finances.

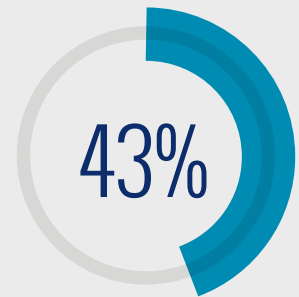
Millennials, it seems, are faring the worst. According to the PwC study, 64 percent of millennials felt financial stress, and for good reason. More than any other group, millennials are feeling the weight of student loan debt – 79 percent of those studied in this group said their student loans were impacting their ability to meet other financial goals.

It's a no brainer why these trends should worry HR. Even one unhappy and unengaged employee can be detrimental to the entire organization and ultimately, the work product/service. And, increasingly, employees are spending company hours worrying about or handling personal finances. However, HR pros may be overlooking their role in the financial wellness of their employees and misunderstanding the way their employees are viewing finances and financial stability.

Source: PwC Employee Financial Wellness Survey

WHY HR SHOULD BE CONCERNED ABOUT EMPLOYEE FINANCIAL WELLNESS

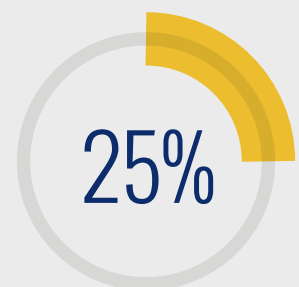
Our Benefitsolver MyChoiceSM data gives an accurate idea of what your employees are really feeling.



43% of Benefitsolver members said they would **"GET SOAKED" IF THEY HAD TO PAY A \$5000** emergency room visit.



50% of Benefitsolver members said it would cause them **PANIC TO PAY A \$5,000** emergency room bill.



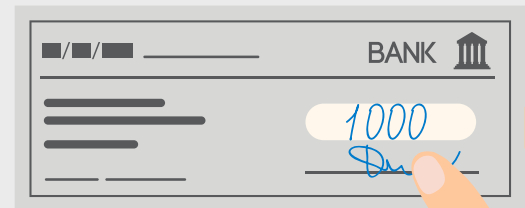
Only 25% of members always **SPEND LESS THAN THEY EARN** and make regular contributions to savings — and that doesn't include retirement!



WHAT'S THE SOLUTION?

A better way is to help employees look at their finances from a holistic perspective. In their minds, there's no divide between pre- and post-tax dollars. The money they use to purchase health coverage comes from the same "wallet" that pays for their investments, housing and day-to-day spending. Every expenditure is "competing" for one pool of dollars. Employees want their benefits offerings at work to reflect this approach to one wallet finances. They want their employer to understand their financial needs and concerns, and provide them with options to address these issues.

From their perspective, employees get **ONE PAYCHECK**, and that paycheck **funds all their benefits - as well as everything else.**



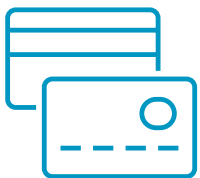
The way your company's benefits are administered can help drive employees to better financial outcomes. Benefits have evolved from a simple transactional procedure to a consumer-driven tool that can increase security and employee engagement. However, the way many companies currently approach the benefits selection process is fragmented. Core health benefits are separated from voluntary as well as retirement and other financial benefits. As a result, employees are often confused or overwhelmed by the payroll deductions they see in their paychecks, which may add to their stress.



To address these issues, employers and employees need their benefits selection platform to do more than just facilitate enrollment. The platform needs to underpin the notion that employees have only one wallet to spend from by integrating wealth and health. It should also support employee decision-making by taking into account an employee's financial, physical and emotional status when helping users select benefits, offering the options that make sense for their stage in life.

A smart benefits provider recognizes the one wallet concept and knows that one-size-fits-all doesn't work when it comes to benefits. Its solution helps employees see the full package of health and wealth benefits they're being offered, and guides them through that package with a streamlined, easy-to-use process. Further, it includes a holistic picture of benefits for every part of the individual's experience.

This type of approach to benefits can not only put your current employee population at ease, but also help in recruiting new employees. For an increasingly financially-stressed workforce, a one wallet approach to benefits isn't a nice-to-have – it's absolutely necessary.



WHAT TO LOOK FOR IN A DECISION SUPPORT TOOL

Businessolver built the MyChoiceSM Recommendation Engine based on the belief that people don't spend a lot of time shopping for benefits, can be overwhelmed by the choices present, and use more than just cost to determine their choice. We believe a recommendation engine should incorporate key decision-making factors.

- Financial risk tolerance
- Emotional risk tolerance
- Risk behavior
- Consumer behavior
- Health status
- National health data

MyChoiceSM
RECOMMENDATION ENGINE



Creating a one-stop solution for all employee benefits can help ease the financial woes that negatively impact business performance and encourage greater employee participation in the benefits enrollment process. But if this is the case, why haven't more businesses adopted this approach? A few reasons:



1. SILOES THAT STUNT Businesses aren't choosing the right technologies to support a one wallet approach to benefits. Many are using disparate systems and providers, or a mix of old and new technologies to manage the benefits process. Further, many organizations deal with corporate siloes, even within HR. Particularly in larger organizations, many times HR functions are spread out among teams and individuals, resulting in breakdowns in communications and strategic alignment.



2. WE'VE ALWAYS DONE IT THIS WAY HR and benefits administrators may not be used to talking about financial well-being alongside physical well-being. A one wallet approach to benefits is a new world for HR, and one that certainly comes with some growing pains.



3. THE ASSUMPTION PROBLEM HR pros assume they know what benefits their employees want. But without collecting data (employee demographics, enrollment and benefits usage data, etc.) and understanding real feedback from employees, HR can make decisions that don't necessarily align with employee goals or needs.

Americans are worrying
**now more than in
previous years** about
their financial health.



SO, WHAT NOW?

It's great to understand how your employees are affected by their finances, but what should you do with this information?

DON'T MAKE ASSUMPTIONS ON THE BENEFITS YOUR EMPLOYEES WANT – AND NEED

Don't rely on your own assumptions or out-of-date data. Stay on top of your industry, company and employee trends by analyzing data and holding focus groups to understand what your employees value – and what they don't.

THINK OUTSIDE THE BOX

When it comes to benefits, the world is changing, and the multigenerational workforce is looking for new and varied offerings. Research new benefit offerings that could attract Millennials or prove beneficial to Gen Xers as they move closer to retirement age. But don't forget the most important benefit to all those in the workforce is still their core medical benefit!

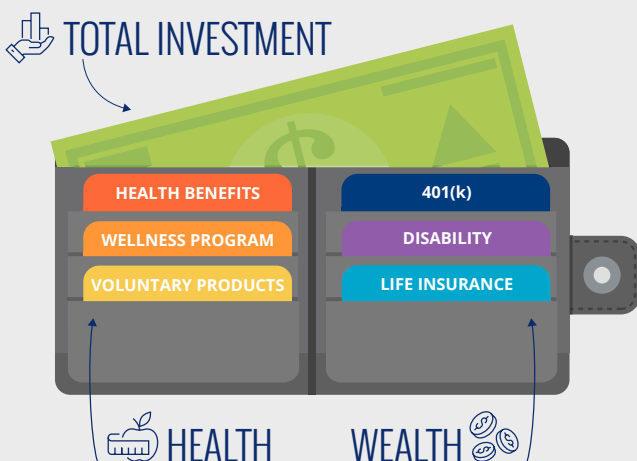
FOCUS ON A ONE WALLET APPROACH

Employees view their benefits costs as coming from the same budget as their living expenses and personal debt. For HR pros, this means it's critical to communicate the costs of benefits, help employees find ways to address their finances, and continue to educate employees to make better benefit decisions.

FIND THE RIGHT PARTNERS

Look for the tools and technologies that will use real-time data to help guide employees towards the right choice for benefits.

To really harness the power of their workforce, business leaders have to evolve their benefits offerings and choose the right partners who can help facilitate this evolution. Businesses who don't adapt to the changing wants and needs of the workforce could find themselves lagging behind in recruitment, retention, and overall employee morale and productivity.



WANT TO LEARN MORE ABOUT ONE WALLET?

Take a look at this on-demand [webinar](#), "One Wallet: The Evolution of Decision Support to Holistic Recommendation Engine" from Businessolver. Learn how decision support tools can help businesses more fully understand their employees' current situation and make the best possible choices for them and their families.

Check out our [infographic](#) for more insight into employees' current financial state of mind.



ABOUT BUSINESSOLVER

Businessolver delivers market-changing benefits administration technology by combining a configurable SaaS platform with an unparalleled service model. Our mission: To understand and support HR leaders and their companies, enabling them to achieve their goals, and provide the best possible experience for their employees.

Businessolver offers a suite of industry-leading HR and employee benefits services:



SINGLE-SOURCE SOLUTION We offer integrated resources to streamline your company's benefit enrollment processes alongside high-touch service..



WEB-BASED CONVENIENCE Employees can view plans, enroll, and make changes to personal data, all at their convenience - 24/7/365.



PERSONALIZED ENROLLMENT Create a personalized enrollment experience, helping your employees in the right benefits, in the right place, at the right time.



ELIGIBILITY & STATUS Rules-based configuration supports your complex benefits program, allowing for simple enrollment based on the employee's eligibility.



BENEFIT COMMUNICATIONS Deliver engaging communication across nearly any medium.



PRIVACY AND SECURITY Safeguard employee privacy and security with disaster-proof services.



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